

RENO MUNICIPAL COURT CUSTOMER SURVEY

We are conducting a survey to learn about our citizens' court experience. Would you be willing to help us evaluate the court by answering some questions? We realize your time is valuable and we sincerely appreciate you taking the time to complete this survey. Thank you.

1. Was your business with the Court as:
☐ Defendant ☐ Attorney ☐ Witness ☐ Victim ☐ Other
2. What was the nature of your business?
☐ Arraignment/Trial ☐ Cashier/Payment Plan ☐ Records Request ☐ Motion Filing ☐ Other
3. Is this your first visit to the Court? ☐ Yes ☐ No
4. Access to the Court: Was it easy or difficult to:
a. Find the courthouse? ☐ Easy ☐ Difficult ☐ N/A
b. Find the office or courtroom you needed? ☐ Easy ☐ Difficult ☐ N/A
c. Find a parking space? ☐ Easy ☐ Difficult ☐ N/A
5. Courtroom Personnel: On a scale of 1-5 (1 being poor, 5 being excellent), were the courtroom personnel:
a. Friendly and courteous? 1 2 3 4 5 N/A
b. Available to answer your questions? 1 2 3 4 5 N/A
c. Know the answers to your questions? 1 2 3 4 5 N/A
d. Willing to take time to explain things to you? 1 2 3 4 5 N/A
6. Judge: On a scale of 1-5, do you feel the judge:
a. Listened to your concerns? 1 2 3 4 5 N/A
b. Treated you with respect? 1 2 3 4 5 N/A
c. Fully explained what your choices were? 1 2 3 4 5 N/A
d. Fairly adjudicated your case? 1 2 3 4 5 N/A
7. Which Judge did you see? ☐ Dilworth ☐ Hickman ☐ Van Winkle ☐ Howard
8. Court Clerk's Office: On a scale of 1-5, do you feel the clerk:
a. Was friendly and courteous? 1 2 3 4 5 N/A
b. Was available to answer your questions? 1 2 3 4 5 N/A
c. Knew the answers to your questions? 1 2 3 4 5 N/A
d. Were willing to take time to explain things to you? 1 2 3 4 5 N/A
9. Security: On a scale of 1-5, do you feel the security officer:
a. Was friendly and courteous? 1 2 3 4 5 N/A
b. Was helpful in guiding you to where you needed to go? 1 2 3 4 5 N/A
c. Was respectful to your person and/or belongings? 1 2 3 4 5 N/A
10. Timeframe
On a scale of 1-5, how would you rate the time it took to complete your business?
1 2 3 4 5 N/A
11. Overall Rating: (On a scale of 1-5) 1 2 3 4 5 N/A

Please provide us with your name and telephone number so that we may contact you regarding any issues or concerns you may have.

Name

Phone Number